

1. As a project manager, you conduct a process to determine which standards of quality are relevant to the project and how to satisfy them. Which quality management concept does this describe? 1 / 1 point
- ☐ Quality assurance
- ☒ Quality planning
- ☐ Quality standards
- ☐ Quality control
- ☒ Correct
- During the quality planning process, the project manager determines exactly which quality standards are relevant to the project plan and the procedures for how to achieve them.
2. Which quality management concept—often set at the beginning of a project—uses multiple guidelines, such as reliability and usability, to ensure its desired outcome? 1 / 1 point
- ☒ Quality standards
- ☐ Quality assurance
- ☐ Quality planning
- ☐ Quality control
- ☒ Correct
- Project managers set multiple quality standards to help the team achieve their desired outcome. When the team defines high-quality standards, the results are clear expectations and less rework.
3. As a project manager, you and your team monitor project results and delivery to determine if the desired results are being met. If issues are identified, you take corrective action to resolve them. Which quality management concept does this describe? 1 / 1 point
- ☐ Quality assurance
- ☐ Quality planning
- ☐ Quality standards
- ☒ Quality control
- ☒ Correct
- Quality control includes the techniques that are used to ensure quality standards are maintained when a problem is identified. Additionally, quality control helps the project manager learn how to successfully land future projects as they review and improve the current project's results.
4. As a project manager, you and your team conduct a review process. Your goal is to evaluate whether the project is moving toward delivering a high-quality service or product and to prevent defects before they occur. Which quality management concept does this describe? 1 / 1 point
- ☒ Quality assurance
- ☐ Quality standards
- ☐ Quality control
- ☐ Quality planning
- ☒ Correct
- Quality assurance includes regular audits to confirm that everything is going to plan and that the necessary procedures are being followed. Quality assurance spans the whole project life cycle.